

# URBANA ASSOCIATION OF APARTMENT OWNERS

Second Meeting of Board of Managers  
Date: 19<sup>th</sup> May, 2024

Venue: B1 Auditorium  
Time: 10.30 AM to 11.50AM

## Minutes of Meeting:

1. At 10.30 AM, only 7 members were present and hence the meeting was postponed for 15 minutes. At 10.45 the meeting commenced when the quorum was complete.
2. The meeting commenced with recitation of the National Anthem.
3. President Shri Sanjeev Nandwani thanked all members present for attending the meeting and informed that 'Leave of Absence' has been granted to: Tarun Basu, Rajesh Singhal, Syed Imam, Susanta Mullick, Rajiv Ganeriwala, Suchismita Mukherjee, Ritu Agarwal, RS Bansal, Sanjay Doogar, Surajit Maity, Debjani Mukherjee
4. The minutes of the previous meeting held on 21<sup>st</sup> April, 2024 were confirmed and approved by the Managers present.
5. President Shri Sanjeev Nandwani updated the Board of Members as follows:
  - a. A 'Current Account' in the name of 'Urbana Association of Apartment Owners' has been opened with Bank of Maharashtra. He thanked S/Sri Tarun Kumar Basu and Harish Kabra for their efforts in the matter.
  - b. In compliance with Bye-Law 17, Intimation of Office Address has been communicated to the Competent Authority.
  - c. BNRI is initiating the process of application for Federation and they sought copy of Registration Certificate and Form 3, which has been shared with them.
  - d. The Owner's data as provided by BNRI is inaccurate and incomplete. He shared that with the Owner's data provided by BNRI, sincere effort was made to make a UAAO Notification WhatsApp group, but only 600 odd members could be added due to insufficient/ inaccurate data. Hence the new UAAO Notification Group has not been made operational and currently stands postponed until members are added with accurate data.
  - e. A meeting was held with BNRI & UFM officials to provide accurate Owners' data with name, mobile number and e-mail id of all Joint Owners (Individuals, entities) since UAAO needs to maintain the date henceforth for future.
  - f. He informed that he had participated in the website group meeting- attended by Shri Vikram Saha where the basic objective and structure of the website was explained by Shri Kisor Kumar Nadhani.
  - g. To ensure better co-ordination and co-operation, at the invite of UWA, UAAO President and Secretary attended the UWA Committee meeting. He clarified that until the takeover, UWA is continuing its function as usual.
  - h. He assured to personally ensure that the Logo for UAAO is discussed and finalised soon and thereafter stationery will be printed.
  - i. He expressed his displeasure with the language used in a recent WhatsApp post in connection with an incident which UWA is currently investigating. While making any Post or sharing with large audience, he urged to consider relevance, content, and language of any post, which all members present agreed to.
  - j. He proposed to nominate two Spokesperson in the near future who will be authorized on behalf of UAAO to respond to queries or issues raised by Members.

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- k. He updated that an interim office set-up has been made inside the Conference Room where the Office bearers can sit, work and maintain records etc. and that will be the office of UAAO until a permanent arrangement is made.
  - l. He explained that as per the Bye Laws, AGM should take place in the month of May every year, since the current team is yet to take handover from the promoters and UFM is still continuing with the facility maintenance as well raising Bill and collecting CAM, thus there is no activity as such to report to the General Members, nor any Budget can be presented by UAAO until it takes over. The Board Managers proposed to hold a formal AGM on 23<sup>rd</sup> June'24 where Treasurer will present estimated Budget for FY 24-25 and the proposal was approved unanimously.
  - m. He assured the house that the 'Grievance Redressal Committee' will be proposed in the next Board meeting which was agreed upon by the members.
6. President elaborated that currently the sole focus of UAAO team is on 'Taking Over' and he updated the house on the progress in this context so far:
- a. Upon discussions with the Board of Managers, 8 'Groups' have been formed where each Board of Manager is part of a group, 8 Office bearers have been made Coordinators of each group. All the Groups have been created and most have had their initial meetings also. He requested every coordinator to invite a meeting of the balance groups which he will personally attend.
  - b. All the three Facility Management Services organizations, namely JLL, CBRE and Vestian, who had submitted their proposal for Assessment and Snag Report were invited with their teams for a presentation on their experience, strength, capabilities in a meeting with the office bearers. They were explained the updated 'Scope of Work' and were requested to submit their final proposal covering the 'Scope of Work'.
  - c. All the three Facility Management Companies submitted their Technical and Commercial bids in sealed envelopes that were opened in presence of Office bearers who first critically evaluated their 'Technical-bids', particularly their capabilities and experience in similar residential apartments in Calcutta, and thereafter opened the 'Commercial-bids'.
  - d. The Committee examined the three proposals in detail and finally decided to offer this task to M/s JLL Ltd. based on their findings which are as follows:
  - e. *Their findings:*
    - *CBRE: Very large organisation of international repute but their focus in Eastern India is primarily on Commercial and Institutional complexes and do not have any Residential Project in their current Portfolio, so do not have any team based at Kolkata specialized in residential complexes. Their quote was also highest amongst all 3.*
    - *Vestian: Vestian submitted they will outsource to external agency and they will be coordinating the entire exercise. Though their commercials were the lowest, members lacked the conviction about their seriousness, quality of assessment as well as snag report as their quote was abysmally low which appeared not in commensuration with the vast scope of scope of work and volume. Moreover, they do not have much experience of catering large residential complex, in particular high rise like Urbana. Their Kolkata team mostly comprises of ex-Colliers, it may be added that initially Colliers were engaged at Urbana in 2017 for maintenance of the property and amenities but were relieved in about a year's time as their performance was not up to the mark.*

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- *JLL: Internationally reputed organization with deep footprints at Kolkata. Amongst others, they have been managing maintenance of South City Complex for over a decade, were involved in the health- assessment and Take Over process at South City - having almost same promoters. JLL offered to engage a dedicated team of 2 professional Managers from their team with 3 hired hands to do the assessment, that their expert team will guide, advice and will be thoroughly involved in the process. They proposed, should UAAO wish to get inspected and detailed Report by Specialists on (a) Civil Structure (b) Façade Structure (c) Elevators (d) Pest Control, Energy Savings, they can suggest such agency whom UAAO can engage directly with whom JLL will co-ordinate, monitor and obtain report.*

*Of all 3 agencies, participating members felt that quality-wise JLL appears to be the best fit for Urbana as they have long experience of similar complex, plans to depute their own team for proper assessment and the snag report. Commercially though they are higher as compared to Vestian, but looking at the large scope and volume, their proposal seemed to be reasonable. Members expressed that since the Health Assessment and Snag report is very critical and one time task as part of 'Taking Over', there should not be any compromise on quality and the spend should be viewed from long term perspective. Members present all unanimously preferred to engage JLL*

- *Thereafter, JLL was invited to another meeting to explain their entire process flow which their team explained in detail. Then they were convinced their price was high and impressed upon to bring down. Also, they have been asked to submit separate proposals for each specialized assessment, as the same is optional which they have assured to share in next week.*
- *Thus, JLL has been selected in principle.*
- *On getting the proposal from JLL, the matter will be discussed with BNRI soon.*

7. Secretary Shri Kisor Kumar Nadhani thanked the President for updating members on almost all matters, and he emphasized on the following:

- a. UAAO is an Institution that will continue for eternity, therefore should have complete set of data of Owners including that of all Joint Owners as in future whenever an Owner sells his/her apartment and a new-owner buys, as per Bye Laws UAAO need to update the same. Hence, it's extremely important to get comprehensive, accurate and complete data on Apartment Owners.
- b. He explained the need of a comprehensive website that will have all relevant information, updated reports that can be accessed by members authorized persons. So, once the owners' data is made available by BNRI/UFM, the website structure will be thoroughly discussed in the website group and a plan will be drawn up for an informative website that will also serve the purpose of repository in future.
- c. Due to incomplete/inaccurate Owners/Members data, only 600 members could be added in the UAAO Notification WhatsApp group, since all members mobile number not provided by BNRI, all UAAO members could not be added in the WhatsApp group and as this is incomplete, the UAAO Notification WhatsApp group will be formed upon receiving the accurate data from BNRI.

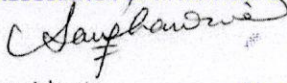
8. Under 'Any other Matters', following discussions took place:

Shri Uday Mukhopadhyay, Manager, mentioned that there seems to be a little confusion in the formation of the groups as there are overlaps and the Groups do not seem to be in sync with the 'Scope of Work'. After hearing him patiently, it was advised to send his suggestions over e-mail

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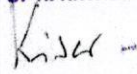
- office bearers for consideration as also it may be discussed with the 'Coordinator' of his group. Other Board Managers were also advised to forward their suggestions in the matter for consideration
- b. Dr. Alokesh Ganguly, Board Manager suggested to take up the issue of KMC water supply to Urbana at the earliest as this is a long-standing demand of the residents. The President responded by stating that a 'KMC Group' will be formed (and he will be the Convenor) soon after the completion of the General Elections and which would coordinate on the following three issues:
- I. KMC Water
  - II. Canal cleaning across the road
  - III. Improvement in the road infrastructure outside Urbana
- c. He advised Managers who are technically sound on the subject as also others to offer their services for this group
- d. Shri Ashish Tekriwal raised an issue on the language being used by a Board Manager in his posts against fellow residents and detailed his request for action in the matter. Upon deliberation it was observed that UWA has dealt with the entire issue in the 'UWA Security Committee' and so there was no need to duplicate the effort or any further action to be taken. In any case, the President has advised all the Board members in his opening remarks as follows:
- *While making any Post on the Board Group, he urged members to consider the relevance, content, and language of the 'post' which all members present agreed to*
9. The next Board Meeting will be held at 10.30 AM on 16<sup>th</sup> June' 2024 and the AGM has been proposed to be held on 23<sup>rd</sup> June'24 and the timing will be intimated in due course.
10. Shri Jayanta Guha proposed a 'Vote of Thanks' appreciating the efforts of President, all Office Bearers and the Board of Managers.

URBANA ASSOCIATION OF APARTMENT OWNERS

  
President

President

URBANA ASSOCIATION OF APARTMENT OWNERS

  
Secretary Secretary